

Gp/2813

PTO/SB/21 (08-00)

Approved for use through 10/31/2002. OMB 0651-0031

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

# TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

Application Number	09/886,611
Filing Date	06/21/2001
First Named Inventor	Mark W. Saylor, et al.
Group Art Unit	2813
Examiner Name	TBA
Attorney Docket Number	113794.125US2

Total Number of Pages in This Submission

## ENCLOSURES (check all that apply)

- ☐ Fee Transmittal Form
- ☐ Fee Attached
- ☐ Amendment / Reply
- ☐ After Final
- ☐ Affidavits/declaration(s)
- ☐ Extension of Time Request
- ☐ Express Abandonment Request
- ☐ Information Disclosure Statement
- ☐ Certified Copy of Priority Document(s)
- ☐ Response to Missing Parts/ Incomplete Application
- ☐ Response to Missing Parts under 37 CFR 1.52 or 1.53

- ☐ Assignment Papers (for an Application)
- ☐ Drawing(s)
- ☐ Licensing-related Papers
- ☐ Petition
- ☐ Petition to Convert to a Provisional Application
- ☒ Power of Attorney, Revocation Change of Correspondence Address
- ☐ Terminal Disclaimer
- ☐ Request for Refund
- ☐ CD, Number of CD(s) \_\_\_\_\_

- ☐ After Allowance Communication to Group
- ☐ Appeal Communication to Board of Appeals and Interferences
- ☐ Appeal Communication to Group (Appeal Notice, Brief, Reply Brief)
- ☐ Proprietary Information
- ☐ Status Letter
- ☒ Other Enclosures (please identify below)

Remarks

RECEIVED

OCT 04 2002

Technology Center 2100

Technology Center 2100

OCT 04 2002

RECEIVED

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm  
or  
Individual name

Eric L. Prael, Registration 32,590

Signature

Date

09/25/2002

## CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, Washington, DC 20231 on this date: 9/25/2002

Typed or printed name

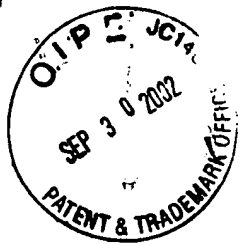
Tina M. Dougal

Signature

Date

09/25/2002

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Washington, DC 20231.



RECEIVED

OCT 04 2002

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE Technology Center 2100

Applicants: Mark W. Saylor, et al.

Serial No.: 09/886,611

Filed: June 21, 2001

Entitled: LIVEEXCEPTION SYSTEM

Attorney Docket No.: 113794.125US2

Examiner: TB

Group Art Unit: 180

TECHNOLOGY CENTER 2800

OCT - 2 2002

RECEIVED

#6  
70  
10/23/02**CERTIFICATE OF FIRST CLASS MAILING UNDER 37 CFR § 1.8**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Commissioner for Patents, Washington, D.C. 20231 on the date indicated below.

Date:

September 25, 2002

Tina M. Dougal

Commissioner for Patents  
Washington, D.C. 20231

**REVOCATION OF PREVIOUS POWER OF ATTORNEY,  
APPOINTMENT OF NEW ATTORNEY,  
CHANGE OF CORRESPONDENCE ADDRESS, and  
STATEMENT UNDER 37 C.F.R. §3.73(b)**

The undersigned, Concord Communications, Inc., a Massachusetts corporation, owner of the above-identified United States patent application, hereby revokes all powers of attorney previously granted and appoints the following practitioners with full power of substitution and revocation to prosecute the patent application and to transact all business in the Patent and Trademark Office connected therewith.

**CUSTOMER NUMBER: 23483**

All future correspondence should be sent to:

Eric L. Prah  
Hale and Dorr LLP  
60 State Street  
Boston, MA 02109  
Telephone No.: (617) 526-6000  
Facsimile No.: (617) 526-5000

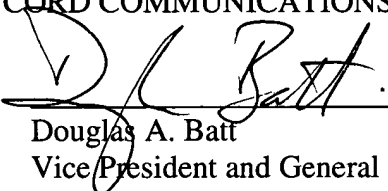
Pursuant to 37 C.F.R. §3.73(b), Applicant states that it is the assignee of the entire right, title, and interest by virtue of an assignment from the inventors of the application identified above and recorded in the United States Patent and Trademark Office.

The assignment was recorded in the United States Patent and Trademark Office on October 18, 2001 at Reel 012276, Frame 0200. A copy of the assignment document is attached.

The undersigned, whose title appears below, is authorized to act on behalf of the assignee.

CONCORD COMMUNICATIONS, INC.

By:

  
Douglas A. Batt

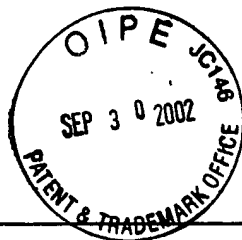
Vice President and General Counsel

Date:

9/24/02



UNITED STATES  
PATENT AND  
TRADEMARK OFFICE



ELP

00124-025001

MARCH 15, 2002

PTAS

Chief Information Officer  
Washington, DC 20231  
www.uspto.gov

FISH & RICHARDSON P.C.  
ERIC L. PRAHL  
225 FRANKLIN STREET  
BOSTON, MA 02110-2804

**CORRECTED  
NOTICE**



\*10201008A\*

UNITED STATES PATENT AND TRADEMARK OFFICE  
NOTICE OF RECORDATION OF ASSIGNMENT DOCUMENT

RECEIVED

OCT - 2 2002

TECHNOLOGY CENTER 210

THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 703-308-9723. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, ASSIGNMENT DIVISION, BOX ASSIGNMENTS, CG-4, 1213 JEFFERSON DAVIS HWY, SUITE 320, WASHINGTON, D.C. 20231.

RECEIVED

RECORDATION DATE: 10/18/2001

REEL/FRAME: 012276/0200  
NUMBER OF PAGES: 7

OCT 04 2002

Technology Center 210

BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).

ASSIGNOR:

SYLOR, MARK W.

DOC DATE: 09/20/2001

ASSIGNOR:

IGLESIAS, GEORGE

DOC DATE: 10/09/2001

ASSIGNOR:

WOLF, JAY B.

DOC DATE: 10/11/2001

ASSIGNOR:

LAUER, WILL C.

DOC DATE: 10/02/2001

ASSIGNOR:

STABILE, LAWRENCE A.

DOC DATE: 09/19/2001

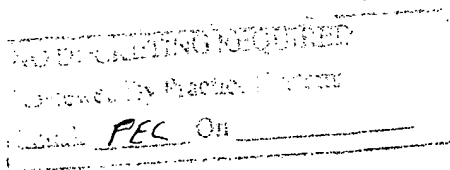
ASSIGNEE:

CONCORD COMMUNICATIONS, INC.  
600 NICKERSON ROAD  
MARLBORO, MASSACHUSETTS 01752

RECEIVED

MAR 22 2002

FISH & RICHARDSON, P.C.  
BOSTON OFFICE



012276/0200 PAGE 2

SERIAL NUMBER: 09886611  
PATENT NUMBER:

FILING DATE: 06/21/2001  
ISSUE DATE:

JACQUELINE MOORE, PARALEGAL  
ASSIGNMENT DIVISION  
OFFICE OF PUBLIC RECORDS



03-08-2002



102010088

HEET

Substitute Form PTO-1595  
Attorney Docket No.: 00124-025001

10.18.01

Commissioner for Patents: Please record the attached original document(s) or copy(ies).	
1. Name of conveying party(ies): Mark W. Saylor, George Iglesias, Jay B. Wolf, Will C. Lauer, Lawrence A. Stabile Additional name(s) attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	2. Name and address of receiving party(ies): Concord Communications, Inc. 600 Nickerson Road Marlboro, MA 01752 Additional names/addresses attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
3. Nature of conveyance: <input checked="" type="checkbox"/> Assignment <input type="checkbox"/> Merger <input type="checkbox"/> Security Agreement <input type="checkbox"/> Change of Name <input type="checkbox"/> Other: Execution Date: September 20, 2001; October 9, 2001; October 11, 2001; October 2, 2001; September 19, 2001	RECEIVED OCT 04 2002 Technology Center 2100 RECEIVED OCT - 2 2002 TECHNOLOGY CENTER 2800
4. Application number(s) or patent number(s): If this document is being filed with a new application, the execution date of the application is: A. Patent Application No(s): 09/886,611 B. Patent No(s): Additional numbers attached? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
5. Name/address of party to whom correspondence concerning document should be mailed: ERIC L. PRAHL Fish & Richardson P.C. 225 Franklin Street Boston, Massachusetts 02110-2804	6. Total number of applications/patents involved: 1 7. Total fee (37 CFR §3.41): \$40 <input checked="" type="checkbox"/> Enclosed <input type="checkbox"/> Authorized to charge Deposit Account. 8. Deposit Account No.: 06-1050 Please apply any additional charges, or any credits, to our Deposit Account No. 06-1050.
DO NOT USE THIS SPACE	
9. Statement and Signature: <i>To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy is a true copy of the original document.</i>  Eric L. Prahl Reg. No. 32,590 Name of Person Signing  Signature  October 15, 2001 Date	
Total number of pages including coversheet, attachments and document: 7	

20329939.doc

10/26/2001 DBYRHE 00000035 09886611

01 FC:581

40.00 DP

CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner of Patents, Washington, D.C. 20231.

October 15, 2001  
Date of Deposit

Signature

Vasilia Kelly  
Typed Name of Person Signing Certificate